



Issue No.: 01

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Date of issue: 26.07.2022

Doc. No: HSE/Standard/10

TITLE: Two way communication in HSE Aspect

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Purpose:

For effective implementation of HSE initiatives in the organization a Two-Way Communication system is essential and the key to success. With a proper and clear communication plan, it helps in building awareness and in getting the subsequent support of employees for the implementation of change management successfully. This standard is to frame and document the various communication methods used by HSCL to facilitate and communicate in efficient and effective manner to reduce the communication delays which can hamper the Health, Safety and Environment activities, ultimately causing the happening of some unwanted/undesired event. The Standard also calls for feedback from the receiver to the sender.

Scope

This standard is applicable in all manufacturing units, plants, offices, R&D Centres, Warehouses, Laboratories, where employees, contractors/ sub-contractors, visitors, volunteers, stake holders are engaged/ involved.

Procedure



Company is dedicated to create a healthily and safe work environment. For this top priority is the communication as this is the key to preserve health, safety and Environment.

Formal mechanism:

- Town hall meeting,
- Safety Committee Meeting
- Central safety Committee Meeting
- Toolbox Talk
- Invite ideas and questions via print or technology
- Notices
- Safety Audits /Alerts
- Line PPS Board

Informal mechanism:

- Managing by walking around
- Lunch and Listen

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Participation in Safety Communication

Safety communication is most effective when it is “two-way” i.e. from management to workers and from workers to management. Participation of Senior Management in safety communications including Safety Committee Meetings, Safety Training Sessions and Toolbox Talk etc. is crucial for successful communication. Management participation in safety talks, safety meetings, and communicating with crews during worksite inspections is strongly encouraged for enhancement of overall Safety Culture.

Responsibility

Managers are responsible for Two Way Communication with their employees regularly. (Refer Appendix-1)

Appendix-1

Senior Management, Line Managers, Supervisors and Employees -

Supervisors at all levels, (including Line Managers) are responsible to aware employees related to the hazards to which they may be exposed based on the job activity. The following is expected of each of the levels of the hierarchy as follows -

Senior Management

Senior Managers must meet periodically (once in quarterly) with their team (this includes Line Managers, Supervisors and workers). This meeting is to be dedicated solely to safety-related issues and is intended to update the management team on the status of works or issues related to Health, Safety and Environment.

Line Managers and Supervisors

Line Managers and Supervisors must communicate regularly with employees to ensure expectations are clear and that controls required to reduce risk are understood and implemented. Controls include engineering modifications, administrative adjustments, training and education, personal protective equipment and safe work practices and procedures.

While the level of communication is dependent on a number of factors, the primary purpose of communication between a supervisor (including a Line manager) and an employee/workman is to ensure that the employee/workman is aware about the hazards and its controls to be implemented to perform the job or task safely and has the necessary tools and equipment (including personal protective equipment) to do so.

The most common tool utilized to facilitate this communication is the hazard assessment which can be used as a basis for a discussion or “toolbox talk” related to precautions to be taken while performing the job or task. Toolbox talks should also reference past incidents related to the task.

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Employees/Workman (Including Contractor)

All employees/workman are expected to communicate safety issues and concerns to the supervisor in addition to their co-workers or anyone who can be affected. It is expected that prior to performing a task, voice related to any concerns or suggestions, particularly when a hazard assessment is being reviewed by the supervisor or during the course of a toolbox talk. It is only through discussing hazards openly that the best approach can be taken to minimize the risk associated with a particular activity.

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